

Air Quality Division Permit to Install Customer Service Survey, April 1, 2013 - June 30, 2013

1. Overall, how would you describe the services provided by the AQD for this project?	2. Overall, how would you describe the professionalism exhibited by AQD staff during this project?	3. Did AQD staff respond to your information request(s) in an effective and timely manner?	4. Were the AQD established timelines to complete the project action communicated adequately to you at the beginning of the project?	5. Was the AQD action taken completed in accordance with the AQD established timelines?	6. Was the AQD action taken completed in accordance with your business needs?	7. Do you have specific suggestions for changes or improvements to AQD customer service or AQD processes themselves as a result of this project or any others?	8. Do you have experience with other department programs that you would like to share?	9. Is there anything else you would like to tell us?
Very Good	Very Good	Yes	Yes	Yes	Yes	No	No	No
Very Good	Very Good	Yes	Yes	Yes	Yes	No	No	No
Very Good	Very Good	Yes	Yes	Yes	Yes	No	No	Yes
Very Good	Very Good	Yes	Yes	Yes	Yes	No	No	No
Very Good	Very Good	Yes	Yes	Yes	Yes	No	Yes	No
Good	Very Good	Yes	Yes	Yes	Yes	No	Yes	No
Very Good	Very Good	Yes	Yes	Yes	Yes	No	No	No
Very Good	Very Good	Yes	Yes	Yes	Yes	No	No	Yes
Very Good	Very Good	Yes	Yes	Yes	Yes	No	No	No
Very Good	Very Good	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Very Good	Very Good	Yes	Yes	Yes	Yes		No	No
Very Good	Very Good	Yes	Yes	Yes	Yes	No	No	
Very Good	Very Good	Yes	Yes	Yes	Yes	No	Yes	No
Very Good	Very Good	Yes	Yes	Yes	Yes	No	No	Yes